



## **NATIONAL BANK OF GREECE**

Eolou 86, GR 102 -32 Athens, Tel: +30 210-3341000  
TIN: 094014201 GEMI No. -237901000  
TAX OFFICE: Athens Tax Office for Corporations  
[www.nbg.gr](http://www.nbg.gr)

### **MANDATORY NOTIFICATION BY YOUR INSURANCE INTERMEDIARY AS PER ARTICLE 11 OF PRESIDENTIAL DECREE 190/2006**

The insurance coverage is provided with the mediation of National Bank of Greece SA, 86 Eolou, 102 32 Athens, Company Reg. No.: 311481, Athens, according to the contractual obligation to perform insurance mediation activities exclusively in one or more insurance companies.

NBG Group holds 100% of the shares of Ethniki Insurance S.A., as set out in the Annual Financial Statements of the Bank and the Group available on NBG's website. ([www.nbg.gr](http://www.nbg.gr)).

#### **SETTLEMENT METHOD AND TIME OF WRITTEN COMPLAINTS**

You should address any complaints to the following:

- your NBG branch

-the Sector for Governance of Customer Issues, Omirou 30, 10672 Athens, fax: 0030 2103347740, email: [customer.service@nbg.gr](mailto:customer.service@nbg.gr))

In addition, if you believe that the complaints settlement process applied by the Bank has been exhausted, you may address your complaint to the Authorities, e.g. the Hellenic Consumer Ombudsman, within the applicable time limits.

Note that your recourse to these institutions does not interrupt the limitation period for your legal claim as to the exercise of legal remedies before courts.

You may address any complaints regarding the insurance intermediary to the Department of Private Insurance Supervision (D.E.I.A.) of the Bank of Greece.

For any further information on the terms of this insurance program, you should contact the relevant certified NBG Branch Officers.

**NATIONAL BANK OF GREECE S.A.**